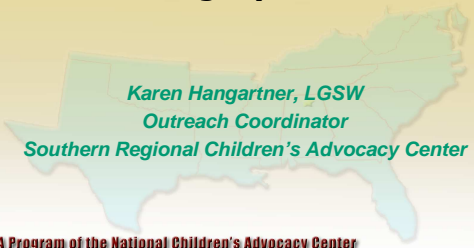



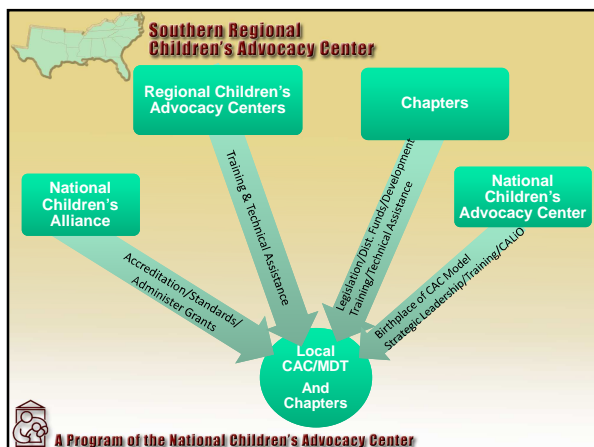
Southern Regional Children's Advocacy Center

How Can I Do This Work Without Losing My Mind?

Karen Hangartner, LGSW
Outreach Coordinator
Southern Regional Children's Advocacy Center



 A Program of the National Children's Advocacy Center





Protecting Ourselves and Colleagues



Santa is a Pedophile



*And other things I have
learned from working in
the CAC world.*




**Southern Regional
Children's Advocacy Center**

The Terminology

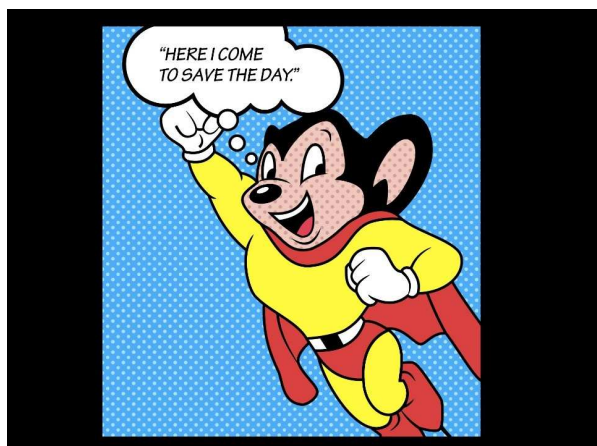
Vicarious Trauma: The transformation that occurs within the therapist (or other trauma worker) as a result of empathic engagement with a traumatized client.

- Focuses less on trauma symptoms and more on cognitive changes that follow cumulative exposure to another person's traumatic material.
- Primary symptoms are disturbances in cognitive frame of reference in the areas of trust, safety, control, esteem and intimacy.

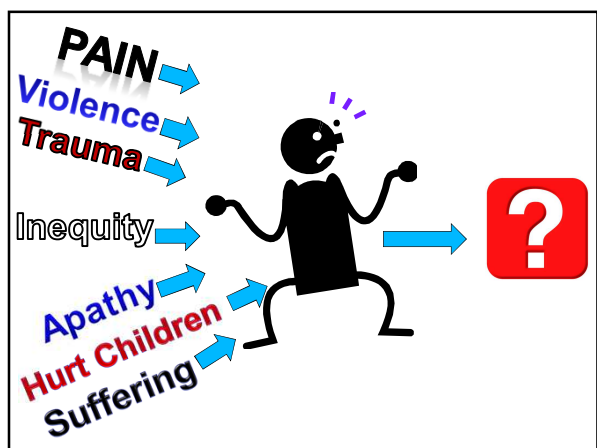
National Child Traumatic Stress Network, Secondary Traumatic Stress Committee. (2011).

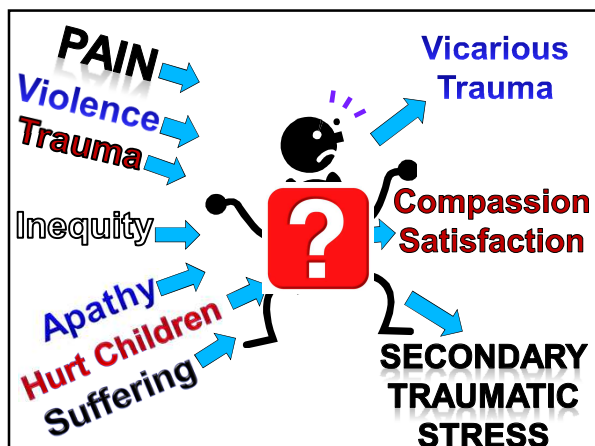


A Program of the National Children's Advocacy Center









**Southern Regional
Children's Advocacy Center**

=

- How do we make meaning of what we see and hear doing this work?
- How do we reconcile what we thought we knew before working in this field to the reality of we know now?


A Program of the National Children's Advocacy Center

**Southern Regional
Children's Advocacy Center**

The Terminology

- Primary Trauma From Personal Life
 - In childhood or adulthood*
- Primary Trauma Caused by Work-Related Exposure
- Secondary Trauma Or Indirect Trauma

A Program of the National Children's Advocacy Center




**Southern Regional
Children's Advocacy Center**

The Terminology

- Secondary Traumatic Stress:** presence of PTSD symptoms caused by at least one indirect exposure to traumatic material.

National Child Traumatic Stress Network, Secondary Traumatic Stress Committee. (2011).



A Program of the National Children's Advocacy Center



**Southern Regional
Children's Advocacy Center**

The Terminology

Compassion Fatigue:

“The profound emotional and physical exhaustion that helping professionals and caregivers can develop over the course of their career as helpers. **It is the gradual erosion of all the things that keep us connected to others in our caregiver role: our empathy, our hope, and of course our compassion – not only for others but also for ourselves.**” p.8

*Francoise Mathieu (2012)
The Compassion Fatigue Workbook*



A Program of the National Children's Advocacy Center









**Southern Regional
Children's Advocacy Center**

Compassion Satisfaction


Compassion Satisfaction refers to the positive feelings derived from competent performance as a trauma professional.

Characterized by positive relationships with colleagues, and the conviction that one's work makes a meaningful contribution to clients and society.

(Stamm, 2009)



A Program of the National Children's Advocacy Center




**Southern Regional
Children's Advocacy Center**

Burnout

"Most globally, burnout has been described as an exhaustion of a practitioner's mental and physical resources attributed to his or her prolonged and unsuccessful striving toward unrealistic expectations (internally or externally)."

Azar (2000)



A Program of the National Children's Advocacy Center



**Southern Regional
Children's Advocacy Center**

The Terminology


Burnout: characterized by emotional exhaustion, depersonalization, and a reduced feeling of personal accomplishment.

Characteristics:

- Work related
- Result of general occupational stress
- Not a result of trauma exposure.





A Program of the National Children's Advocacy Center

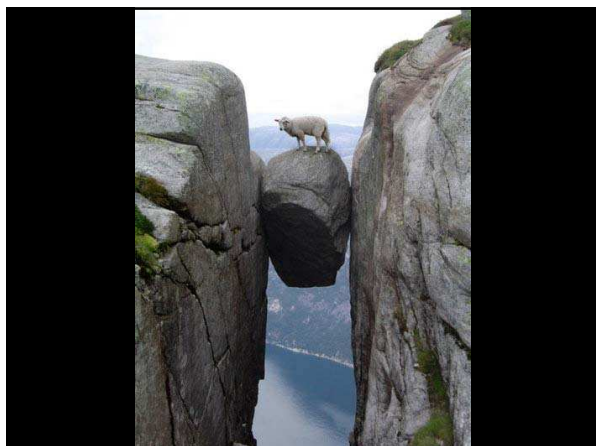


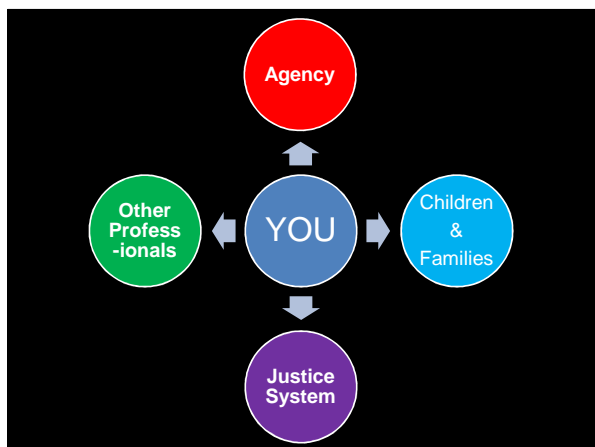
**Southern Regional
Children's Advocacy Center**


Dynamic Process

A Program of the National Children's Advocacy Center








**Southern Regional
Children's Advocacy Center**


What the Research Suggests

Risk Factors for STS:

- Age
- Less Education
- Working with a traumatized population
- High caseloads
- Personal history of childhood abuse (emotional abuse and neglect)
- Lack of reflective supervision




A Program of the National Children's Advocacy Center

 **Southern Regional Children's Advocacy Center**

People often leave this field, not because of the nature of the work, but because of the nature of the workplace.


Jon Conte, PhD (2012)


CAUTION




CHAOS FIELD
ESTIMATED STRENGTH: 47 KHz


LIMIT EXPOSURE TO THIS AREA
AND REPORT ABNORMALITIES
IN YOUR LIFE AFTER EXPOSURE

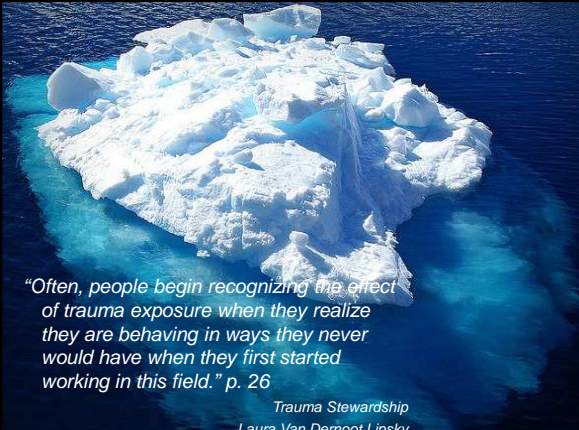
 **A Program of the National Children's Advocacy Center**

 **Southern Regional Children's Advocacy Center**

The nature of the workplace is a direct result of our understanding of how this work affects us as individuals and how we relate to other people.




 **A Program of the National Children's Advocacy Center**



"Often, people begin recognizing the effect of trauma exposure when they realize they are behaving in ways they never would have when they first started working in this field." p. 26

*Trauma Stewardship
Laura Van Demoot Lipsky*




**Southern Regional
Children's Advocacy Center**


Trauma Stewardship

Laura van Dernoot Lipsky

- **Personal Dynamics**
 - Trauma mastery
- **Organizational Tendencies**
 - Entire Caseloads of traumatized families
 - Workloads
 - Not enough support, training
 - Complexity of supervision
 - Do we "slime" each other?
 - Traumatized organizations
- **Societal Forces**




A Program of the National Children's Advocacy Center



**Southern Regional
Children's Advocacy Center**

Societal Forces

- Is our work understood?
- What do people say when you tell them what YOU do?



A Program of the National Children's Advocacy Center




**Southern Regional
Children's Advocacy Center**

Societal Forces

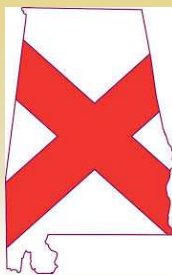
- Is our work valued?





A Program of the National Children's Advocacy Center

 Southern Regional Children's Advocacy Center

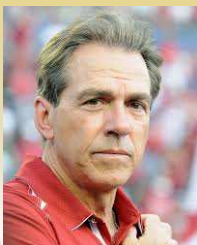
Who is the highest paid government employee in Alabama?



 A Program of the National Children's Advocacy Center


 Southern Regional Children's Advocacy Center


Who is the highest paid government employee in Alabama?



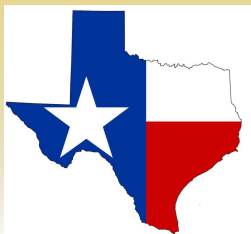
Nick Saban


- \$7.3 million a year
- 14 X what the university president
- 157 X the salary of the average school teacher in the state
- Only Sean Payton of NO Saints makes more ~ \$8 million

 A Program of the National Children's Advocacy Center

 Southern Regional Children's Advocacy Center

Who is the highest paid government employee in Texas?



 A Program of the National Children's Advocacy Center

Southern Regional Children's Advocacy Center

Who is the highest paid government employee in Texas?



Charlie Strong

- \$5 million - *Actually \$9.375 in 2014*
- 100 X median teacher salary
- 75 X median police officer
- 150 X Child Protective Services Specialist

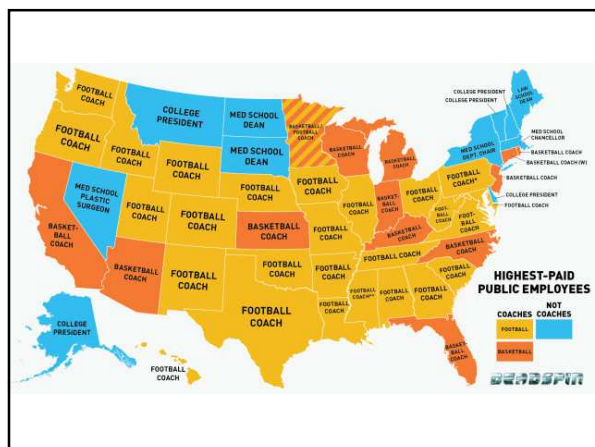


Kevin Sumlin

\$5 million

www.coacheshotseat.com
<http://www.texastribune.org/library/data/government-employee-salaries/>

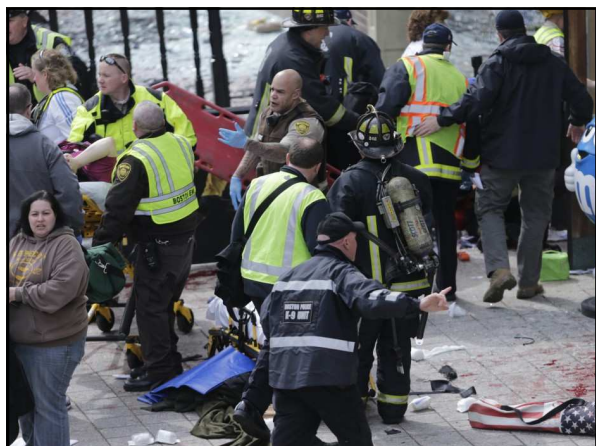
A Program of the National Children's Advocacy Center



Southern Regional Children's Advocacy Center



A Program of the National Children's Advocacy Center







**Southern Regional
Children's Advocacy Center**

Our Big Questions

- Why should we garb ourselves in protective gear?
- What does our protective gear look like?



A Program of the National Children's Advocacy Center

Not Everybody Can Do This Work



Do it for the Kids!



- When professionals work in more positive organizational cultures, kids do better!
(Glisson & Hemmelgarn, 1998)




**Southern Regional
Children's Advocacy Center**

What Does Our Protective Gear Look Like?

- Organizational Responsibility
- Personal Responsibility
 - Professional Self Care
 - Personal Self Care




A Program of the National Children's Advocacy Center




**Southern Regional
Children's Advocacy Center**

Organizational Responsibility

- Embed information about Vicarious Trauma and Secondary Stress into the culture of your agency.
- Create an environment in which staff can discuss the effects of this work without fear of reprisals on performance appraisals.
- Get rid of the old mentality, *"If you can't stand the heat, get out of the kitchen."*
- Offer flex time




A Program of the National Children's Advocacy Center



**Southern Regional
Children's Advocacy Center**

Organizational Responsibility


- Express appreciation (value) for the work of staff.
- Do not encourage/praise/value "over-functioning".
- Discuss/make plans for staff safety.
- Diversify workload where possible.
- Encourage leave/vacation time.
- Provide effective supervision.



A Program of the National Children's Advocacy Center



Professional Self-Care




**Southern Regional
Children's Advocacy Center**


Professional Self Care

- Professional Development
- Workload and Time Management
- Attention to Professional Role
- Professional Social Support
- Revitalization & Generation of Energy

Lee, J. J., & Miller, S. E. (2013). A Self-Care Framework for Social Workers: Building a Strong Foundation for Practice. *Families in Society: The Journal of Contemporary Social Services*, 94(2), 96-103.




A Program of the National Children's Advocacy Center



**Southern Regional
Children's Advocacy Center**

Personal *With Professional Implications and Parallels*



A Program of the National Children's Advocacy Center



**Be INTENTIONAL
about connecting
and reconnecting!**



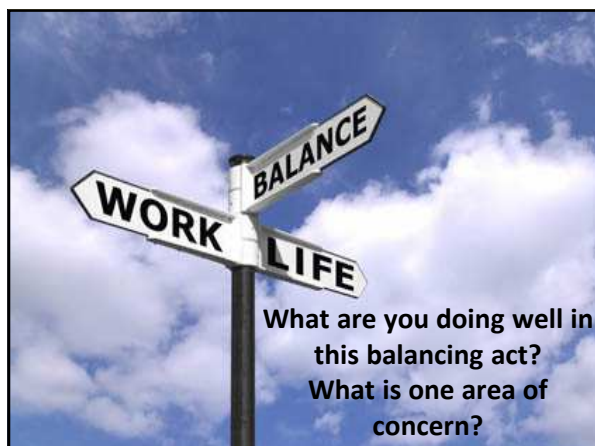




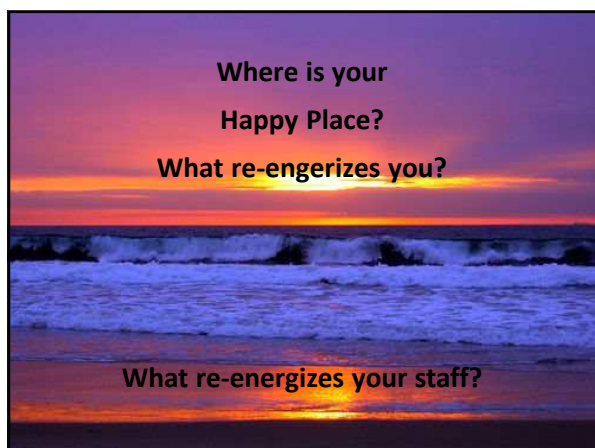


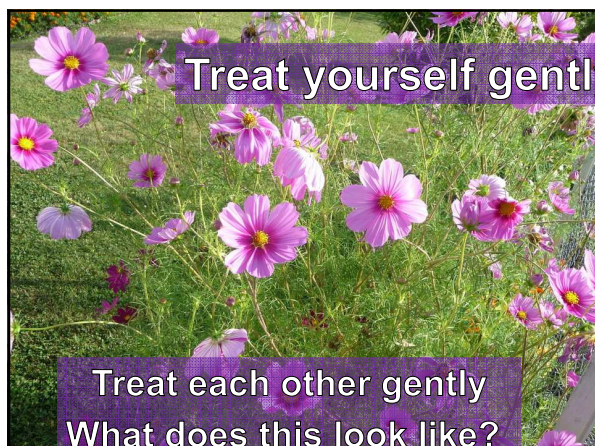
















References

- Azar, S. T. (2000). Preventing burnout in professionals and paraprofessionals who work with child abuse and neglect cases: A cognitive behavioral approach to supervision. *Journal of clinical psychology*, 56(5), 643-663.
- Bell, H., Kulkarni, S., & Dalton, L. (2003). Organizational prevention of vicarious trauma. *Families in society*, 84(4), 463-470.
- Ben-Porat, A., & Itzhaky, H. (2009). Implications of treating family violence for the therapist: Secondary traumatization, vicarious traumatization, and growth. *Journal of Family Violence*, 24(7), 507-515.
- Bloom, S. L., & Farragher, B. (2010). *Destroying Sanctuary: The Crisis in Human Service Delivery Systems: The Crisis in Human Service Delivery Systems*. Oxford University Press, USA.
- Brady, J. L., Guy, J. D., Poelstra, P. L., & Brokaw, B. F. (1999). Vicarious traumatization, spirituality, and the treatment of sexual abuse survivors: A national survey of women psychotherapists. *Professional Psychology: Research and Practice*, 30(4), 386.
- Bride, B. E., Jones, J. L., & Macmaster, S. A. (2007). Correlates of secondary traumatic stress in child protective services workers. *Journal of Evidence-Based Social Work*, 4(3-4), 69-80.
- Choi, G. Y. (2011). Organizational Impacts on the Secondary Traumatic Stress of Social Workers Assisting Family Violence or Sexual Assault Survivors. *Administration in Social Work*, 35(3), 225-242.
- Figley CR. Compassion fatigue as secondary traumatic stress disorder: An overview. In: Figley CR, editor. *Compassion fatigue: Coping with secondary traumatic stress disorder in those who treat the traumatized*. Brunner-Routledge; New York: 1995. pp. 1-20.
- Glisson, C. (2008). Intervention with Organizations. *Comprehensive Handbook of Social Work and Social Welfare*
- Glisson, C., & Hemmelgarn, A. (1998). The effects of organizational climate and interorganizational coordination on the quality and outcomes of children's service systems. *Child abuse & neglect*, 22(5), 401-421.
- Harr, C. (2013). Promoting workplace health by diminishing the negative impact of compassion fatigue and increasing compassion satisfaction. *Social Work & Christianity*, 40(1), 71-88.

- Grandey, A. A. (2000). Emotional regulation in the workplace: A new way to conceptualize emotional labor. *Journal of occupational health psychology*, 5(1), 95.
- Lee, J. J., & Miller, S. E. (2013). A Self-Care Framework for Social Workers: Building a Strong Foundation for Practice. *Families in Society: The Journal of Contemporary Social Services*, 94(2), 96-10
- Levin, A. P., & Greisberg, S. (2003). Vicarious trauma in attorneys. *Pace L. Rev.*, 24, 245.
- Levin, A., Besser, A., Albert, L., Smith, D., & Neria, Y. (2012). The Effect of Attorneys' Work With Trauma-Exposed Clients on PTSD Symptoms, Depression, and Functional Impairment: A Cross-Lagged Longitudinal Study.
- Mathieu, F. (2012). *The Compassion Fatigue Workbook: Creative Tools for Transforming Compassion Fatigue and Vicarious Traumatization*. Routledge.
- National Child Traumatic Stress Network, Secondary Traumatic Stress Committee. (2011). Secondary traumatic stress: A fact sheet for child serving professionals. Los Angeles, CA, and Durham, NC: National Center for Child Traumatic Stress.
- O'Brien, P. J. (2006). Creating compassion and connection in the work place. *Journal of Systemic Therapies*, 25(1), 16-36.
- Oliver, W. M., & Meier, C. A. (2004). Stress in small town and rural law enforcement: Testing the assumptions. *American Journal of Criminal Justice*, 29(1), 37-56.
- Osofsky, J. D., Putnam, F. W., & Lederman, J. C. S. (2008). How to maintain emotional health when working with trauma. *Juvenile and Family Court Journal*, 59(4), 91-102.
- Pack, M. (2012). Vicarious traumatization: An organisational perspective. *social now*, 1.
- Pearlman, L. A., & Mac Ian, P. S. (1995). Vicarious traumatization: An empirical study of the effects of trauma work on trauma therapists. *Professional Psychology: Research and Practice*, 26(6), 558.
- Pistorius, K. D., Feinauer, L. L., Harper, J. M., Stahmann, R. F., & Miller, R. B. (2008). Working with sexually abused children. *The American Journal of Family Therapy*, 36(3), 181-195.

- Radey, M., & Figley, C. R. (2007). The social psychology of compassion. *Clinical Social Work Journal*, 35(3), 207-214.
- Rees, B., & Smith, J. (2008). Breaking the silence: the traumatic circle of policing. *International Journal of Police Science and Management*, 10(3), 267-279.
- Salston, M., & Figley, C. R. (2003). Secondary traumatic stress effects of working with survivors of criminal victimization. *Journal of traumatic stress*, 16(2), 167-174.
- Stamm, B. H. (2009). Helping the Helpers: Compassion Satisfaction and Compassion Fatigue in Self-Care, Management, and Policy of Suicide Prevention Hotlines.
- Trippany, R. L., Kress, V. E. W., & Wilcoxon, S. A. (2004). Preventing vicarious trauma: What counselors should know when working with trauma survivors. *Journal of Counseling & Development*, 82(1), 31-37.
- van Denoet Lipsky, L., & Burk, C. (2009). *Trauma stewardship: An everyday guide to caring for self while caring for others*. Berrett-Koehler Publishers.

**Southern Regional
Children's Advocacy Center**

Karen Hangartner
Outreach Coordinator
khangartner@nationalcac.org
256.327.3754

 **A Program of the National Children's Advocacy Center**
